



# Data and Privacy File Guides

**App Store information:**

**Report a Problem Refund and Dispute History**

December 2024

**File name**

Report a Problem Refund and Dispute History.csv

**File description**

This file contains information about the user's submissions regarding refund, dispute requests as well as quality and trust and safety concerns (e.g., scam, fraud, or offensive, illegal or abusive content).

**Why Apple keeps this information**

Apple retains this information to evaluate the submitted concerns and take action as applicable (e.g., removing illegal or offensive content or making refund decisions).

| Field Name                   | Details                                                                                                                     |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Comment                      | The text of the user's comment                                                                                              |
| Concern                      | The identifier for the type of concern associated with a Problem (e.g., refund, quality issue, trust and safety issue etc.) |
| Content Name                 | The name of the content being purchased (e.g., Beauty and the Beast movie)                                                  |
| Date Created                 | The date and time on which the refund and dispute submission was created                                                    |
| Free Purchase Transaction ID | Identifier of the free purchase transaction linked to the concern                                                           |
| Last Modified Date           | The date and time on which the refund and dispute submission was last changed                                               |
| Problem ID                   | The identifier of a Problem related to a specific Purchase Transaction                                                      |
| Purchased Transaction ID     | Identifier of the purchase transaction linked to the concern                                                                |
| Refund Amount                | The refunded amount, if applicable                                                                                          |
| Refund Request               | The refund request submitted by the user through trust and safety                                                           |
| Resolution Date              | The date and time the concern was resolved                                                                                  |
| Self Service Problem ID      | Identifier of the self service problem assigned to issue                                                                    |
| Session ID                   | Identifier of the session                                                                                                   |
| Source                       | The source from which the user submitted the report                                                                         |
| Status                       | The status of the user's request                                                                                            |
| Sub Concern ID               | Identifier for sub concerns                                                                                                 |

| Field Name     | Details                                                                     |
|----------------|-----------------------------------------------------------------------------|
| Submission ID  | The identifier of the bundle of one or more problems submitted by a user    |
| Transaction ID | Identifier for scam/fraud, offensive, illegal, or abusive content submitted |